



Seven Skills For Mail Center Managers

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Agenda

- What is a Mail Center Manager?
- Why this role matters
- 7 skills to be a successful Mail Center Manager
- Key takeaways
- Questions

What is a Mail Center Manager?

- Oversees mailroom operations
- Manages incoming and outgoing mail
- Coordinates with staff and carriers
- Ensures timely and accurate delivery
- Accountable for service levels, compliance and costs

Why This Role Matters

- Keeps communication flowing
- Supports business operations
- Impacts customer satisfaction
- Reduces risk, errors and service disruptions
- Controls operational and postal spend

Skill #1 – Organizational Skills

- Sort and categorize efficiently
- Maintain structured workflows
- Manage high mail volume
- Keep records organized

Skill #2 – Attention to Detail

- Verify addresses
- Check labels and tracking
- Consequences of failure
- Use checklists

Skill #3 – Time Management

- Meet strict deadlines
- Prioritize urgent items
- Handle peak periods
- Plan daily/weekly/monthly workflow

Skill #4 – Leadership & Team Management

- Delegate tasks effectively
- Train team members
- Maintain productivity
- Boost team morale
- Service-level and team member accountability

Skill #5 – Communication Skills

- Coordinate with departments
- Communicate with carriers
- Provide clear updates
- Resolve misunderstandings
- Daily huddles

Skill #6 – Technical & Financial Proficiency

- Use tracking and mail management systems
- Manage and maintain postage equipment and software
- Monitor postage, shipping and supply costs
- Analyze volume and spend trends
- Industry certifications

Mail Design Professional (MDP) Online | PostalPro

USPS MDP

Mail Design Professional Course

[Lesson 1 - Introduction](#)

[Lesson 2 - Classes of Mail](#)

[Lesson 3 - Basic Mail Design](#)

[Lesson 4 - Addressing](#)

[Lesson 5 - Automation Compatibility](#)

[Lesson 6 - Reply Mail](#)

[Lesson 7 - Postage Payment Methods](#)

[Lesson 8 - Tabs and Tidbits](#)

Mail Design Professional (MDP) Online

Mail Design Professional is a self-paced online certification course approved by the U.S. Postal Service®. The course can be accessed at any time and as many times as desired for free. It is estimated at 12 hours for full completion, but this will vary depending on the individual. In addition to the free course material online, if a student would like to become a certified Mail Design Professional, successful completion of the exam is required. Please visit <https://imbg.usps.com/mdp> to enroll.

This course is ideal for those who wish to maximize their proficiency in designing letter-size and flat-size mail to meet USPS® standards and obtain certification as a Mail Design Professional. The course includes:

- Postal addressing standards
- Classes of mail and processing categories
- Intelligent Mail® and package barcode format and print specifications
- Designing automation letters and flats (tabbing, polywrap, deflection, flexibility, etc.)
- Reply mail (Business, Courtesy, Meter, Permit Reply and Merchandise Return Service)
- Address Information products and Move Update

Learners will also receive information on design standards for:

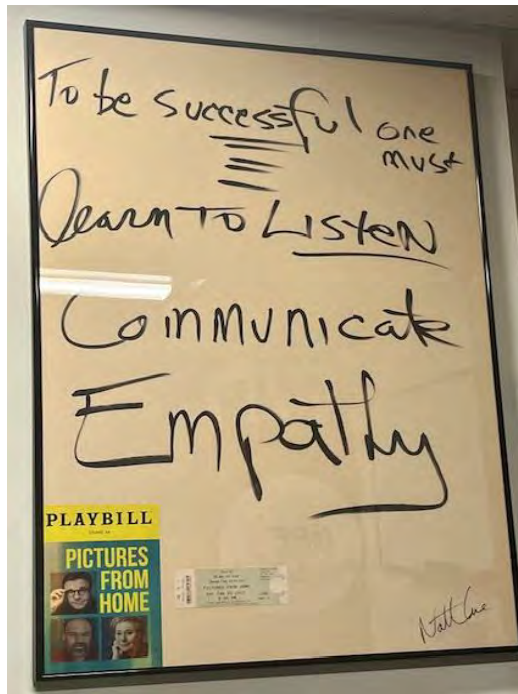
- Customized Market Mail
- Repositionable Notes
- Election Mail Logos
- Privately Printed Labels
- Reusable Envelopes

To become a certified Mail Design Professional, successful completion of the exam is required. You can sign up to take the exam from the [MDP website](#). The certification is good for a two-year period once you have successfully completed the 100-question exam at 80% proficiency.

Skill #7 – Problem-Solving

- Handle lost packages
- Manage delays
- Fix system issues
- Stay calm under pressure
- Customer and cost impact

Bonus Skill(s)



Key Takeaways

- Organization + accuracy drive reliability
- Leadership + communication drive performance
- Technology + cost awareness + problem-solving drive efficiency

Questions?

Thank You !

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